



# Clients Rights & Responsibilities

2015 OCASI Professional Development Conference  
Facilitator J. Carolina Gajardo  
[jcarolinag1@gmail.com](mailto:jcarolinag1@gmail.com)

November 2nd

9:45 to 12:30 Duncan room

# Exploring Power

In the card provided please:

- Describe one attitude that you dislike from your client (i.e.: I dislike when.....yells when upset, always interrupt, frequent calls, demanding, etc.)
- What is your immediate reaction when that attitude is present (i.e.: I get....angry, stop the session, stop hearing what the person is saying, etc.)

# Code of Ethics

## Core Social Work Values and Principles

- RESPECT FOR THE INHERENT DIGNITY AND WORTH OF PERSONS
- PURSUIT OF SOCIAL JUSTICE
- SERVICE TO HUMANITY
- INTEGRITY IN PROFESSIONAL PRACTICE
- CONFIDENTIALITY IN PROFESSIONAL PRACTICE
- COMPETENCE IN PROFESSIONAL PRACTICE



Acrobat Document

Canadian Association of Social Workers

# CODE SAMPLE

- Dignity and respect
- Promotion of equal rights and opportunities
- Address, prevent and eliminate discrimination
- No tolerance of harassment or unwelcome comments and actions
- Act upon, transparent complaint process



Acrobat Document

## Creating a Code

In your group create two lists

- One for the service rights of clients
- One for client responsibilities
- Choose a recorder and a presenter to share with the larger group

## Complaint Procedures

- In your group decide the essential steps that a complaint procedure must have to ensure a safe, fair and clear process of complaint
- Discuss what needs to be done at your workplace to introduce a Code and a Complaint procedure
- Choose a recorder and presenter

## Resources

- <http://www.ohrc.on.ca/en/human-rights-code-cards>
- <http://www.costi.org/privacy.php>
- <http://ccrweb.ca/en/client-code-service-rights>
- [http://www.camh.ca/en/hospital/visiting\\_camh/rights and policies/Pages/bill of client rights.aspx](http://www.camh.ca/en/hospital/visiting_camh/rights_and_policies/Pages/bill_of_client_rights.aspx)
- [http://www.casw-acts.ca/sites/default/files/attachements/CASW\\_Guidelines for%20Ethical Practice e.pdf](http://www.casw-acts.ca/sites/default/files/attachements/CASW_Guidelines_for%20Ethical_Practice_e.pdf)
- [http://www.casw-acts.ca/sites/default/files/attachements/Code%20of%20Ethics%20Values%20%26%20Principles\\_0.pdf](http://www.casw-acts.ca/sites/default/files/attachements/Code%20of%20Ethics%20Values%20%26%20Principles_0.pdf)